

FREQUENTLY ASKED QUESTIONS (FAQ)

Lift Station Replacement Project

BRIARGATE TOWNHOMES AREA

September 3, 2014

The entire project is scheduled: Start: **9/8/2014** and End: **9/22/2015**. The dates are only estimates. The project schedule depends upon weather conditions and contractor's production rate. The lift station replacement construction will occur in the back property of the Briargate Townhomes community.

How long is this project going to take to complete?

The entire project is scheduled to take 360 days to complete.

What is going to be replaced / installed with this project?

The work is the replacement of the existing lift station at the southwest corner of the Briargate Townhomes Community. A new lift station will be built and some piping installed.

Where to call to report problems?

- *Emergency needs (i.e. water off):*
- **Leroy Jenkins, Inspector – 713-412-5929**
- **Rudy Cardenas, City of Houston Senior Project Manager – 832-395-2365 (Primary construction contact for residents)**

- *Non-emergency needs:*
 1. Call or use the City 311 features,
 2. Use the 311 mobile app available on the City of Houston web site (www.houstontx.gov), or
 3. Send an e-mail to PWECIP@houstontx.gov. Mention to the operator the following 3 things along with your issue:
 - WBS Number of the project : R-000267-0083-4
 - Project Name: Chasewood Lift Station Replacement Project
 - Refer the complaint into the "Engineering & Construction Division".

Where is the existing lift station location and how will the contractor access it?

The existing lift station is located immediately in the back of the Briargate Townhome complex. The contractor will need to access the site through the east emergency gate.

Will the contractor also access the lift station through the front entrance of the complex?

The contractor will not use the front entrance to access the lift station construction site. The contractor will access the site through the east emergency gate only.

Will the contractor provide their own security lock on the east emergency gate?

Yes, the contractor will use their construction lock to secure the entrance.

What are the working hours while the project is under construction?

The working hours are between 7:00 AM to 7:00 PM daily

Will the contractor be working on weekends? If so, what are the working hours?

The contractor may work on some Saturdays; NO work on Sundays and City of Houston holidays (except if an emergency). The hours will be the same as indicated above.

Will the contractor provide a gate/barrier around the construction site while under construction?

For safety reasons, the contractor is obligated in their contract with the City of Houston to secure their work site.

Will the private streets be fully repaired if damaged by the contractor?

The contractor will be mindful of the private street and protect the street surface to the best of their ability. The contractor will repair any damage to the private street that may be caused by the construction activities.

Will the existing speed humps be repaired or replaced if damaged by the contractor?

If the construction work activities/vehicles damage the existing speed humps, the contractor will repair it.

Will a protective fence be installed by the contractor/City of Houston once the project is completed?

No fencing is required in this work order contract. The City PWE Public Utilities Division will address this particular issue after the construction as concluded.

Will the contractor dig up the common area or the private street near the lift station?

Yes, the contractor will install a manhole adjacent to the curb.

At some point, will I lose my water?

No, you will not lose any water unless an emergency situation occurs. In case it happens, the City of Houston's goal is to notify residents 72 hour in advance. Typically, water is out up to 4 hours when connecting the main lines. When transferring water service to the new water lines, the process takes 2-3 hours.

At some point, will I have issues parking in my driveway or garage?

No, the construction activities will not affect any residential parking nearest to the lift station.

How can residents feel comforted that all restoration will occur properly?

The work should not damage the common grounds landscape. The contractor has taken pre-construction photos of the common grounds area impacted by this project. If you have concerns, please call 311 and document those concerns. Please inform the City and the Contractor and allow them to respond before making the repairs yourself. However, if the damage is caused by the construction activities, the contractor will repair or replace any damage area or parts (landscape, sprinkle or grass, etc.) at the appropriate time during the course of construction.

Will updates be provided to residents?

A Briargate Townhome HOA representative is invited to attend the City's Monthly Progress Meeting and can obtain project updates from this meeting. Also, Claude Foster from the District K council office will attend monthly meetings.